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Contract

C151878 - Workforce Management Solution

NHS Business Services Authority

F03: Contract award notice

Notice identifier: 2023/S 000-007848

Procurement identifier (OCID): ocds-h6vhtk-03b3e8

Published 17 March 2023, 2:18pm

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Contact

Rosemary (Rose) Hammond-McKie

Email

rosemary.hammond-mckie@nhs.net

Country

United Kingdom

Region code

UKC22 - Tyneside

Internet address(es)

Main address

<https://www.nhsbsa.nhs.uk/>

Buyer's address

<https://www.nhsbsa.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

C151878 - Workforce Management Solution

Reference number

C151878

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Solution to manage front and back-office administration. Centralised view of incoming tasks; work prioritisation/distribution; resource management; skills management; capacity

planning and end-to-end process analytics and forecasting.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,469,795.77

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

NHS Business Services Authority
Stella House, Goldcrest Way,
Newburn Riverside
Newcastle upon Tyne NE15 8NY

II.2.4) Description of the procurement

Renewal to enable continuation of services via a Direct Award -REG32 5(b)

The Contact Centre Strategy, transformation and change programme which underpins the NHSBSA customer contact strategy is key to the delivery of NHS critically funded services has resulted in a multi-faceted re-procurement, and programme management exercise which is a current priority for the NHSBSA.

There are a number of interdependent parallel workstreams specifically relating to the phasing of procurements, contract renewals, extensions, third party upgrades to end of life systems, migration activities, de-coupling, implementing, and transitioning with additional interdependencies between applications and key systems which tie into the modernisation and change programme. This includes the Work Force Management system which Citizen Services use to manage contact centre agents work streams with the general public.

The previous contract was sourced via G-Cloud and there are no further extensions to the existing contract available under these terms. To mitigate the risks of potential disruption, operational failures, and ensure there is no loss of service during the period of change, and transition and to ensure a continuation of the existing workforce management service whilst the technically complex nature of this programme of work is completed, we have

renewed this service using a Direct Award under Reg 32 5(b) within the 3-year allowable term.

The scope of the contract covers the renewal of the NHSBSA's current Software as a Service (SaaS) subscription for a workforce management system, which is used by NHSBSA's Citizen Services and Corporate Services directorates. The SaaS subscription covers both licencing and services. The services include but are not limited to cloud hosting; support and maintenance; configuration, customisation, and development services; training; and other associated services as may be required throughout the term. Once the NHSBSA have completed all procurements and migration activities associated with this programme of modernisation, we will have a stable baseline to determine the business needs required to inform a full re-procurement exercise. It is the NHSBSA's intention to re visit the market in 2024/25 to look at options for 2026 onwards.

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 Solution to manage front and back-office administration. Centralised view of incoming tasks; work prioritisation/distribution; resource management; skills management; capacity planning and end-to-end process analytics and forecasting.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- Additional deliveries by the original supplier

Explanation:

The Contact Centre Strategy, transformation and change programme which underpins the NHSBSA customer contact strategy is key to the delivery of NHS critically funded services has resulted in a multi-faceted re-procurement, and programme management exercise which is a current priority for the NHSBSA.

There are a number of interdependent parallel workstreams specifically relating to the phasing of procurements, contract renewals, extensions, third party upgrades to end of life systems, migration activities, de-coupling, implementing, and transitioning with additional interdependencies between applications and key systems which tie into the modernisation and change programme. This includes the Work Force Management system which Citizen Services use to manage contact centre agents work streams with the general public.

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IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 February 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Verint Systems UK Ltd

241 Brooklands Road

Renfrew, Weybridge

KT13 0RH

Telephone

+44 7825507388

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02602824

Internet address

www.verint.com

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,469,795.77

Total value of the contract/lot: £1,469,795.77

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Country

United Kingdom

Internet address

<https://www.nhsbsa.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Country

United Kingdom

Internet address

<https://www.nhsbsa.nhs.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Country

United Kingdom

Internet address

<https://www.nhsbsa.nhs.uk/>